Sustaining 9-1-1 Program During Revenue Shortfall

October 17, 2018

Briefing Overview

- The **Problem**

  1. Meet statutory requirements

     - Sustain 9-1-1 program

     - Implement Next Gen 9-1-1

  2. Update revenue model

- Address the revenue shortfall

  - **Revenue shortfall <u>requires</u> limiting 9-1-1 sustainment and delays NG 9-1-1 implementation**

- Urgent need for legislative action

- Discussion and Questions

Today's 9-1-1 system

Next Gen 9-1-1 overcomes today's limitations

Improving the 9-1-1 system requires immediate legislative action

Legislative Mandates for 9-1-1 Program

- Cal OES must design and implement Next Gen 9-1-1

  Warren Act (Gov. Code 53121, amended in 2015)

- Cal OES must maximize the efficiency of 9-1-1 system

  Public Safety Act (Gov. Code 8592.9, amended in 2017)

Cal OES is prepared to execute

Existing SETNA funding model does not provide revenue needed to maintain 9-1-1 or implement Next Gen 9-1-1

What happened with AB 1836 & SB 870?

Members concerned about:

- Fee increase when General Fund has surplus

- How the rate is set each year

- Role of various communication systems
  (Next Gen 9-1-1, Land Mobile Radio, Computer Aided Dispatch, Alert and Warning)

- Successful execution of Next Generation 9-1-1 plan versus confusion regarding information technology project delays

2017 9-1-1 Call Statistics

Total 9-1-1 Calls 28,129,927

- **80% Wireless**   **Wireless is bulk of calls**

- **15% Wireline**   *Wireline pays bulk of the bills*

- **4% Voice over IP**

- **1% Other to include Telematics**

- **~ 18,200 Text Messages**

Millions rely on 9-1-1 each year

Our existing 9-1-1 network

9-1-1 <u>Network</u> Outages:

- An average of 15 outages per month

- An average of 255 hours per month

  - Someone who needed help might not have been able to reach 9-1-1

Next Gen 9-1-1 will dramatically reduce these outages

Our Existing
9-1-1 Location Information

Automatic Number Information and Automatic Location Information (ANI/ALI) outages

- An average of 20 outages per month

- An average of 219 hours per month where location data was not available

- About 50% of **all** 9-1-1 calls arrive *without* location information

- When location information is not available, valuable time is lost asking where the 9-1-1 caller is located

Next Gen 9-1-1 increases location accuracy

Overcoming
9-1-1 system limitations

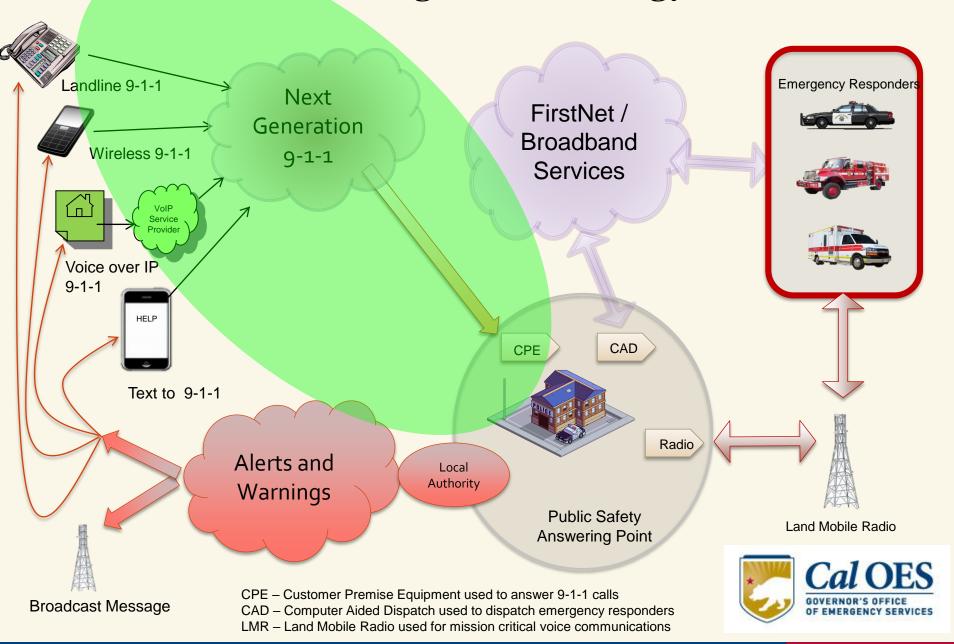The effect of increased natural disasters on 9-1-1

- ➢ Limitations of current 9-1-1 system

- ➢ Limitations of Alternate Answer

- ➢ Expectations and needs exceed legacy 9-1-1 capabilities

What is the cause of today's 9-1-1 outages

- ➢ Aging infrastructure

- ➢ Lack of redundancy

- ➢ Inability to monitor current 9-1-1 network

Next Gen 9-1-1 solves these limitations

Connecting the Technology

Landline 9-1-1

Wireless 9-1-1

VoIP Service Provider

Voice over IP 9-1-1

HELP

Text to 9-1-1

Broadcast Message

Next Generation 9-1-1

Alerts and Warnings

Local Authority

FirstNet / Broadband Services

Emergency Responders

CPE

CAD

Radio

Public Safety Answering Point

Land Mobile Radio

CPE – Customer Premise Equipment used to answer 9-1-1 calls
CAD – Computer Aided Dispatch used to dispatch emergency responders
LMR – Land Mobile Radio used for mission critical voice communications

Cal OES
GOVERNOR'S OFFICE OF EMERGENCY SERVICES

Why Next Gen 9-1-1 Continues to be Important

Overcomes limitations with today's network

- ➤ Network Reliability
- ➤ Location Accuracy
- ➤ Network Monitoring
- ➤ Technology Integration

Cal OES has been mandated to implement Next Gen 9-1-1: Senate Bill 1211 (2014)

- ➤ Faster call delivery
- ➤ Increased reliability and redundancy
- ➤ Increased routing accuracy and capability
  - o Wildfires and Oroville Dam as examples
- ➤ Reduces call delays and unanswered calls

California expects a 9-1-1 system that uses current technology

Today's Revenue Model

The current revenue **can** support

  ➢ Most existing 9-1-1 system sustainment activities for FY 2018-19

The current revenue **cannot** support

  ➢ Statewide Next Gen 9-1-1 Implementation

  ➢ Sustaining 9-1-1 in FY 2019-20, direct impact to PSAPs

**Cal OES will continue to incur shortfall
of tens of millions in FY 2019-20 and beyond**

What is the plan moving forward?

- Execute existing 9-1-1 program mandates

- Update revenue model through legislative action in early 2019

- Coordinated effort among all stakeholders to restructure 9-1-1 SETNA funding model for FY 2019-20

- "9-1-1 Goes to Sacramento" Event

Imagine a day without 9-1-1 :

77,000 calls go unanswered

Why not use General Fund or a one-time funding increase?

- Does not solve <u>long term</u> funding needs

  ➢ Annual shortfall is over $30 million and growing dramatically

- 9-1-1 is not a one-time infrastructure purchase

- 9-1-1 is an ongoing service requiring dedicated revenue source

- Would prohibit a multi-year procurement

  ➢ Standard procurement process for every 9-1-1 contract

- Subject to cuts in lean budget years (2008)

How will the access line surcharge be set?

- Dept. of Finance reviews and approves revenue need based on budget projections

- Governor's Budget proposes appropriation for 9-1-1

- Senate & Assembly approve Governor's Budget

- Cal OES recommends surcharge to CDTFA based on number of access lines reported by carriers to generate revenue approved in Governor's Budget

Cal OES has demonstrated fiscal responsibility for 9-1-1 program

This is not a blank check

Proven performance of 9-1-1 Branch

- CA 9-1-1 Branch has implemented every 9-1-1 project on time and within budget since the 1980s

- California's per call cost of 9-1-1 is one of the lowest in the nation

- Surcharge was at minimum allowable rate for decades

- Cal OES has developed a Next Gen 9-1-1 plan that meets today's technology needs

- California has led the nation in 9-1-1 technology implementation – until Next Gen 9-1-1

Smartphones have changed 9-1-1

California must implement Next Gen 9-1-1

What do we need from 9-1-1 Advisory Board?

Convey a sense of urgency and importance to:

➢ Members of Legislature, City Councils, and County Board of Supervisors

➢ Public Safety Stakeholders and Associations

➢ Community Groups

What have we not considered?

Summary of Current Challenges

9-1-1 Today

- Archaic 9-1-1 system contributes to 9-1-1 outages
- Outdated 9-1-1 system limits location accuracy
- Obsolete 9-1-1 system causes delay in response time
- Current revenue is spent on failing infrastructure
- Antiquated 9-1-1 system hinders technology integration

California's Responsibility

- Provide sustainable funding

- Advance technology integration

- Implement Next Gen 9-1-1

- Reliable and resilient 9-1-1 will save lives

Let's do the right thing for California

Questions?